

JAN 2001

ALABAMA RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

V January 2, 2001

The customer complained he/she had to wait a long time to reach a CA.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized to the customer.

Contact Closed: January 2, 2001

TTY January 2, 2001

The customer complained the CAs were not relaying recorded messages or automated systems accurately.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized, and assured the customer the information would be documented.

Contact Closed: January 2, 2001

TTY January 17, 2001

The customer complained the CA had not informed her the line was answered by a recorded message.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and assured the customer a report would be filed.

Contact Closed: January 17, 2001

TTY January 26, 2001

The customer complained the CA did not follow instructions, and did not keep her informed of progress or relay verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and assured the customer a report would be filed.

Contact Closed: January 26, 2001

TTY January 28, 2001

The customer complained the CA did not relay verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 28, 2001

DELAWARE RELAY SERVICE
January, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

GEORGIA RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

TTY January 1, 2001

The customer complained the CA was slow to respond.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized to the customer and transferred to another CA for message retrieval.

Contact Closed: January 1, 2001

V January 6, 2001

The caller complained the CA was rude and refused to provide his/her CA number.

Escalation: Received by the National Relay Center, Rhode Island, and handled by the account manager.

Resolution: Unable to reach customer, left several messages.

Contact Closed: January 17, 2001

V January 7, 2001

The customer complained the CA was impatient and did not remain transparent during the call.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and thanked her for bringing this to our attention.

Contact Closed: January 7, 2001

TTY January 30, 2001

The customer complained the CA did not follow instructions.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience.

Contact Closed: January 30, 2001

MAINE RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

TTY January 27, 2001

The customer complained she had to wait a long time to reach a CA.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized for the inconvenience, and assured the customer a report would be filed.

Contact Closed: January 27, 2001

MISSISSIPPI RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

TTY January 5, 2001

The customer complained he had to wait a long time to reach a CA.

Escalation: Received via the U.S. mail, and handled by the National Customer Care Center.

Resolution: Advised him that we had received his complaint and thanked him for bringing it to our attention.

Contact Closed: January 5, 2001

TTY January 11, 2001

The customer complained the CA did not relay the call verbatim.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 30, 2001

TTY January 20, 2001

The customer complained he had to wait for a CA to come on the line.

Escalation: Received via the U.S. Mail, and handled by the National Customer Care Center.

Resolution: Apologized and assured the customer a report would be filed.

Contact Closed: January 22, 2001

TTY January 20, 2001

The customer complained he the CA did not provide his/her ID and dialed incorrect number.

Escalation: Received via the U.S. Mail, and handled by the National Customer Care Center.

Resolution: Apologized and assured the customer a report would be filed.

Contact Closed: January 22, 2001

NEW JERSEY RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

V January 5, 2001

The customer complained that the message left on her answering machine through relay was incomplete.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized but explained there are no records kept of relay calls.

Contact Closed: January 5, 2001

TTY January 9, 2001

The customer complained that CAs are slow to respond.

Escalation: Received via the U.S. mail, and handled by the National Customer Care Center.

Resolution: Apologized to the customer.

Contact Closed: January 11, 2001

TTY January 31, 2001

The customer complained the CA did not keep him informed and the cursor moved across the screen with no typing, which wasted his paper.

Escalation: Received and handled by the Pennsylvania Relay Center.

Resolution: Explained CA is required to keep him informed and that the CA may have accidentally hit the space bar without realizing it.

Contact Closed: January 31, 2001

NON-AT&T STATE RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

TTY **January 2, 2001**

The customer complained that the CA did not keep them informed during the call.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer her complaint would be documented.

Contact Closed: January 2, 2001

PENNSYLVANIA RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

TTY January 11, 2001

The customer complained he had to wait a long time to reach a CA.

Escalation: Received and handled by the account manager.

Resolution: Assured the customer that all calls are answered as quickly as possible and explained there may be higher call volumes at certain times of the day.

Contact Closed: January 17, 2001

PUERTO RICO RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

V January 22, 2001

The customer complained he/she had to wait a long time to reach a CA.

Escalation: Received by the National Relay Center, Rhode Island, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer her complaint had been documented.

Contact Closed: January 24, 2001

RHODE ISLAND RELAY SERVICE
January, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

TENNESSEE RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

V January 2, 2001

The customer complained the CA was not transparent during the call.

Escalation: Received and handled by the Tennessee Relay Center.

Resolution: Documented for reporting purposes.

Contact Closed: January 2, 2001

TTY January 7, 2001

The customer complained he/she had to wait a long time to reach a CA.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Explained it may have been due to high call volume, and assured the customer all calls are answered as soon as possible.

Contact Closed: January 7, 2001

TTY January 23, 2001

The customer complained that the CA did not provide his/her identification number and was slow to respond.

Escalation: Received and handled by the Tennessee Relay Center.

Resolution: Apologized for the inconvenience, and assured her that the complaint would be documented.

Contact Closed: January 23, 2001

VERMONT RELAY SERVICE
January, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGIN ISLANDS RELAY SERVICE
January, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGINIA RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

V January 3, 2001

The customer complained he/she had to wait a long time to reach a CA when calling the National Speech-to-Speech service.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Documented for reporting purposes.

Contact Closed: January 8, 2001

TTY January 8, 2001

The customer complained he had to wait a long time to reach a CA.

Escalation: Received by the Virginia Relay Center, and handled by the National Customer Care Center.

Resolution: Apologized and assured the customer a report would be filed.

Contact Closed: January 9, 2001

TTY January 11, 2001

The customer complained the CA was slow to respond.

Escalation: Received via the Relay Website, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 16, 2001

TTY January 12, 2001

The customer complained he had to wait a long time to reach a CA.

Escalation: Received and handled by the Virginia Relay Center.

Resolution: Apologized for the inconvenience.

Contact Closed: January 12, 2001

TTY January 29, 2001

The customer complained he/she had difficulty reaching the relay service.

Escalation: Received and handled by the Virginia Relay Center.

Resolution: Apologized for the inconvenience.

Contact Closed: January 29, 2001

WASHINGTON, D.C. RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

TTY **January 8, 2001**

The customer complained the CA was slow to respond.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and assured the customer we would look into this.

Contact Closed: January 8, 2001

WEST VIRGINIA RELAY SERVICE

January, 2001

COMPLAINTS

Description of Complaints

TTY **January 22, 2001**

The customer complained he/she had to wait a long time to reach a CA.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and thanked the customer for bringing it to our attention.

Contact Closed: January 22, 2001

FEB 2001

ALABAMA RELAY SERVICE
February, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

DELAWARE RELAY SERVICE
February, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

GEORGIA RELAY SERVICE

February, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

MAINE RELAY SERVICE
February, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

MISSISSIPPI RELAY SERVICE

February, 2001

COMPLAINTS

Description of Complaints

TTY February 2, 2001

The caller had several CA-related complaints during the month, including the CA not relaying the call verbatim.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Apologized for each of the caller's complaints, and assured the customer the CA's managers would follow up accordingly.

Contact Closed: March 3, 2001

NEW JERSEY RELAY SERVICE

February, 2001

COMPLAINTS

Description of Complaints

TTY February 9, 2001

The caller had several complaints including CAs typing too slow.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and attempted to explain relay procedures. The customer continued to vent and finally disconnected the line.

Contact Closed: February 9, 2001

TTY February 13, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience.

Contact Closed: February 13, 2001

TTY February 15, 2001

The customer complained the CA was slow to respond, did not type verbatim, and the words garbled.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience.

Contact Closed: February 15, 2001

NON-AT&T STATE RELAY SERVICE

February, 2001

COMPLAINTS

Description of Complaints

TTY February 4, 2001

The customer complained about the CA's spelling and typing during his conversation.

Escalation: Received by the National Relay Center, New Castle, and handled by the Resource Manager.

Resolution: Made several unsuccessful attempts to contact the customer.

Contact Closed: February 4, 2001

V February 4, 2001

The customer complained about the wait time to reach an available CA when dialing Speech-to-Speech Relay Service. He also complained about an AT&T Long Distance offer he received in the mail.

Escalation: Received via the Relay Website, and handled by the National Customer Care Center.

Resolution: Apologized for any delay in his call, and assured him his comments had been documented.

Contact Closed: February 20, 2001

TTY February 6, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the Account Manager.

Resolution: Documented for reporting purposes only.

Contact Closed: February 6, 2001

V February 18, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received by the National Relay Center, New Castle, and handled by the National Customer Care Center.

Resolution: Several unsuccessful attempts were made to reach the customer.

Contact Closed: March 2, 2001

TTY February 22, 2001

The customer complained about the CA's typing skills.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 22, 2001

TTY February 22, 2001

The customer complained about the CA's typing skills.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 22, 2001

TTY February 23, 2001

The customer complained about the CA's typing skills.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 28, 2001

PENNSYLVANIA RELAY SERVICE
February, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

PUERTO RICO RELAY SERVICE

February, 2001

COMPLAINTS

Description of Complaints

NOTHING TO REPORT.

RHODE ISLAND RELAY SERVICE

February, 2001

COMPLAINTS

Description of Complaints

TTY February 11, 2001

The customer complained that the CA did not relay his message, and then hung up on him.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and placed the customer's call.

Contact Closed: February 11, 2001

TENNESSEE RELAY SERVICE
February, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VERMONT RELAY SERVICE
February, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGIN ISLANDS RELAY SERVICE
February, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGINIA RELAY SERVICE

February, 2001

COMPLAINTS

Description of Complaints

TTY February 7, 2001

The customer complained he was unable to reach the Virginia Relay Service.

Category: Equipment – Answer/Wait Time

Escalation: Received by the Virginia Relay Center, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience. Advised the customer we didn't have any reports of problems, but had documented the information. Thanked him for bringing it to our attention.

Contact Closed: February 12, 2001

TTY February 27, 2001

The customer complained he/she had to wait a long time to reach a CA.

Category: Equipment – Answer/Wait Time

Escalation: Received and handled by the Virginia Relay Center.

Resolution: Apologized for the inconvenience.

Contact Closed: February 27, 2001

WASHINGTON, D.C. RELAY SERVICE
February, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

WEST VIRGINIA RELAY SERVICE
February, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.